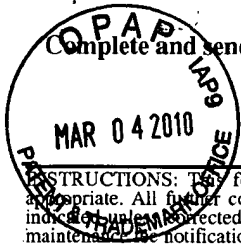


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24739 7590 12/08/2009

CENTRAL COAST PATENT AGENCY, INC
 3 HANGAR WAY SUITE D
 WATSONVILLE, CA 95076

03/04/2010 HDESTA2 00000085 122325 10603630

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Patty Giebler (Depositor's name)
Patty Giebler (Signature)
3-2-10 (Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/603,630	06/24/2003	Joseph B. Agusta	P5087C1	2917

TITLE OF INVENTION: METHOD AND APPARATUS FOR SKILLS-BASED TASK ROUTING

APPLN. TYPE	SMALL ENTITY	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1510	\$300	\$0	\$1810	03/08/2010

EXAMINER	ART UNIT	CLASS-SUBCLASS
NGUYEN, QUYNH H	2614	379-265120

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

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- (1) the names of up to 3 registered patent attorneys or agents OR, alternatively,
 (2) the name of a single firm (having as a member a registered attorney or agent) and the names of up to 2 registered patent attorneys or agents. If no name is listed, no name will be printed.

1 Donald R. Boys
 2 Central Coast
 3 Patent Agency, Inc.

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PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

Genesys Telecommunications Laboratories, Inc.

San Francisco, CA (US)

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- ☐ a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27. ☐ b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

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Authorized Signature

Patty Giebler

Date

3-2-10

Typed or printed name

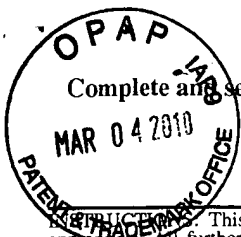
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<u>Patty Giebler</u>	(Signature)
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Authorized Signature Patty Giebler
 Typed or printed name Patty Giebler

Date 3-2-10
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